



## **Performance Analysts and Consultants MEETING SUMMARY February 7th, 2008, 1:30 – 4:00 pm**

**Lookout Room – 4<sup>th</sup> Floor, OB2**

### **Members in Attendance:**

DOP – Julia Graham	OFM – Heather Moss
GMAP – Joseph Archuleta	BOA – Sandy Shoemaker
GMAP – Michael Bezanson	DRS – Karla Phillips
GMAP – Cheri Keller	LOTTERY – John Craighill
UTC – David Rogers	DSHS – Amy Astle-Raaen
DOP – Deb Rossow	DSHS – Jody Hall
DOP – Melanie Reynolds	DSB – Jim Lochner
DOP – David Norman	GMAP – Bruce Botka
DIS – Kris Baumgarten	GMAP – Sara Bahler
GA – Martin Casey	GMAP – Robin Campbell
OFM – Brian Willett	DOH – Kristina Kernan
DOH – Susan Ramsey	DOH – Juanita Wilson
AGR – Bob Bartusch	DSHS/DCS – Brice Montgomery
LNI – Kelly Hillman	WSP – Marcia Marsh
PRINT – Crystal Hart	WSP – Jennifer Montague
DOR – Sandra Kinoshita	DSHS/RDA – Nancy Raiha
DOL – Janet Zars	PSP – Kevin Anderson
HCA – Kelly Foster	LNI – Pat Delaney
DOC – David Daniels	GMAP – Karen Sampson
DOH/HSQA – Fred Garcia	LCB – Edmon Lee
DSHS – Alice Liou	OFM – Jeffrey Showman
DSHS/PPA – Liz Kohlenberg	MIL – Jill Bushnell
DSHS/ADSA – Charlotte McDowell	MIL – Bernadette Ward
DSHS/SCC – Ted Sparkuhl	

The meeting began at 1:32 PM, Pacific Standard Time

### **Welcome**

Barb Burgener welcomed the group and the meeting began with each member introducing themselves to the group. A recap of the Deputies meeting followed.

Alice Liou and Sandra Kinoshita made an announcement that a small working group was being formed. They are looking for people in agencies that have already applied for the

Washington State Quality Award. The goal of this group is to discuss the process and share resources. Please email Alice or Sandra if you are interested. A handout with more information can be found [here](#).

Melanie Reynolds announced that DOP is hoping to do another Ken Miller workshop in April. It will take 40 attendees each paying \$450 in order for DOP to break even. A straw poll of the group showed that at least twenty people would be interested in a workshop. A handout with more information can be found [here](#).

### **Washington State Employee Survey Results**

Julia Graham presented from a PowerPoint presentation (which can be found [here](#)).

Respondent demographic information: 75% non-supervisory/25% supervisory. The percentage of respondents from various geographic regions almost exactly mirrored how the WA State workforce is dispersed around the state!

Agencies have been asked to submit analyses and action plans for their survey results. These are **due in April** and will be **compiled and presented** at the **Governor's GMAP Forum – May 23!**

There was a question from the group as to why some agencies go up in average score and are not denoted as “statistically significant”. The explanation from Nancy Raiha was that the larger an agency is, the more “statistically significant” it is. For example, if you flip a coin 10 times, and you get six heads, it may just be a coincidence. If you flip that same coin 1000 times, and get 600 heads, there is something wrong with the coin (statistical significance).

### **Most Important Things for 2008 (continued from January's meeting)**

Robin presented from a PowerPoint (which can be found [here](#)). This was the continuation on a conversation that began in January. The group broke up into six smaller groups to discuss six items (see PowerPoint). After twenty minutes of discussion, the groups each reported out their ideas to the larger group. The list of ideas that were “reported-out” can be found [here](#).

Robin noted that these were great ideas and the team is looking forward to working with the group further.

### **Strategic Planning Process Panel**

Ten basic questions were presented on the screen to provide a “primer” for discussion. That list can be found [here](#).

Question 1 was the first to be answered by the panel. Bob Bartusch and Susan Ramsey both noted that they have some form of criteria tool to pluck out good items from

“operational” plan and incorporate them into a “strategic” plan. Brian Willet noted that he should be able to know what the most important items are to an agency and how those items will be addressed in the future. Susan further explained that a streamlining of the budget, PMT and strategic planning processes is getting underway. Brian emphasized that agencies do not have to explain *how* they met an OFM requirement. OFM trusts that you met the requirement – simply make reference to it in your strategic plan! Bob concluded the discussion on this question by stating that one of the most important things to be sure of is that agency leaders understand how to write a strategic plan properly.

Question 3 was the next to be posed to the panel. Susan explained that she established a workgroup for different parts of the strategic plan. It included members of these three groups (employees, stakeholders, and partners).

It was noted that trouble comes because every division in an agency wants to be in the strategic plan. This is often how “scope creep” happens! Brian suggested showing the plan to “line” employees and getting their reaction. He continued to say that you should involve your customers in the strategic plan design process as much as possible.

The final question for the panel was question 9. Susan suggested having quarterly plans feeding the strategic plan. Brian said to ask yourself two questions: First, are you GMAPing your strategic plan and second, how do you communicate your GMAP results out?

Kelly Foster noted that her agency puts their initiatives on wallet cards for distribution to the entire agency.

There were numerous tools distributed to the group. They can be found on the PAC Summary page on the GMAP website by clicking [here](#).

The meeting adjourned on time at 4:00 PM, Pacific Standard Time.